Complaints against doctors/staff working in CGHS dispensaries

3543. SHRI GANDHI AZAD: Will the Minister of HELATH AND FAMILY WELFARE be pleased to state:

(a) whether due to some reasons patients/beneficiaries do not make complaints against the doctors/staff working in CGHS dispensaries, particularly in Chanakyapuri CGHS Dispensary;

(b) if so, how such complaints are entertained and the manner in which these complaints are disposed of;

(c) whether Government propose to take any action against the said persons for the benefit of the patients; and

(d) if so, the details thereof and the action taken thereon?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA): (a) and (b) The Government is not aware of any such reasons.

Prompt action is taken on the complaints/grievances sent by CGHS beneficiaries as under:—

(i) Prompt acknowledgement of grievances received.

(ii) Careful analysis of the grievances by the CGHS.

(iii) Obtaining feedback from CGHS beneficiaries.

(iv) Decision obtained from Senior Officers on the grievances received.

(v) Selective interaction with beneficiaries/officials in the CGHS dispensaries/organisation.

(vi) Sending replies to the complainants.

(vii) Suitable action taken in accordance with rules, wherever required.

(viii) Inquiries conducted, as and when required.

(c) and (d) Inquiry into complaints about the functioning of CGHS is continuous process and suitable action is taken based on the inquiry.

Legislation on Surrogacy

3544. DR. C. NARAYANA REDDY: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that the legislation on surrogacy is in draft stage;

(b) by when Government propose to introduce the Bill;

(c) whether Government anticipate any medical or other complications in the law; and

(d) if so, the remedial measures Government contemplate?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA): (a) No, Sir.

(b) to (d) Within Ministry of Health and Family Welfare, there is no proposal to introduce any legislation.

Losses incurred by HMT

3545. SHRI SURESH KALMADI: Will the Minister of HEAVY INDUSTRIES AND PUBLIC ENTERPRISES be pleased to state:

(a) the amount of losses incurred by HMT for the years 1999-2000, 2000-2001 and 2001-2002;

(b) whether Government plan to give any financial package to revive HMT; and

(c) whether Government would like to introduce Voluntary Retirement Scheme in HMT to curtail losses?

THE MINISTER OF STATE IN THE MINISTRY OF HEAVY INDUSTRIES AND PUBLIC ENTERPRISES (DR. VALLABHBHAI RAMJIBHAI KATHIRIA): (a) Losses incurred are as under:—

(Rupees in crore)

Year	Amount
1999-2000	293.32
2000-2001	136.50
2001-2002	186.94 (Provisional)

(b) The Government has approved a revival package in year 2000 and provided fresh equity of Rs. 250 crore, converted outstanding loan of Rs. 39.70 crore into equity; waived outstanding accumulated interest thereon of Rs. 12.74 crore; provided Guarantee for VRS Bonds with 50% interest subsidy and waived of Guarantee fee, provided Guarantee for raising working capital of Rs. 40.43 crore for Watch Subsidiary for two years; provided Rs. 15.10 crore for capital expenditure (released Rs. 7.20 crore); and approved budgetary support for a